

IN THE SPECIFICATION

Please amend the specification as follows:

Please amend the paragraphs beginning on page 2, line 7 as follows:

Utility Application Serial No. [[--/---,--]] 09/998,038, entitled "CUSTOMER BUYING PATTERN DETECTION IN CUSTOMER RELATIONSHIP MANAGEMENT SYSTEMS," filed on ~~same date herewith~~ November 30, 2001, by Judy A. Bayer and Scott M. Collins, attorney's docket number 9997; and

Utility Application Serial No. [[--/---,--]] 09/998,750, entitled "AUTOMATED PROMOTION RESPONSE MODELING IN A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM," filed on ~~same date herewith~~ November 30, 2001, by Judy A. Bayer and Scott M. Collins, attorney's docket number 9998;